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10/005,828

AUG 19 2004

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

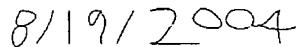
In re application of Michael Wayne Brown, et al.	: Before the Examiner: Quynh N Nguyen
Serial No.: 10/005,828	: Group Art Unit: 2642
Confirmation Number: 3123	: Intellectual Property Law Department
Filed: 12/03/2001	: International Business Machines Corp.
Title: EXPERT HOLD QUEUE MANAGEMENT	: 11400 Burnet Road : Austin, Texas 78758

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Quynh N Nguyen on August 19, 2004 by Amy Pattillo.



Signature



Date

REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

Mail Stop Box Non-Fee Amendment (Pats)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AUS920010948US1

1

PATENT
10/005,828

A. INTRODUCTORY COMMENTS

Applicants appreciate the telephone conference provided by Examiners Nguyen and Matar. Responsive to the Office Action of May 19, 2004, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

Amendments to the Specification begin on page 3.

Amendments to the Claims begin on page 4.

Arguments begin on page 10.

AUS920010948US1

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In re application of Michael Wayne Brown, et al. Serial No.: 10/005,828 Confirmation Number: 3123 Filed: 12/03/2001 Title: EXPERT HOLD QUEUE MANAGEMENT	: Before the Examiner: : Quynh N Nguyen : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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Mail Stop Box Non-Fee Amendment (Pats)
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified Application.

No additional fee is required.

The fee has been calculated as shown below:

Claims Remaining After Amendment	Highest No. Previously Paid For	Present Extra	Rate	Addit. Fee
Total 20	MINUS 20	= 0	x 18 =	\$ 00.00
Indep. 6	MINUS 6	= 0	x 86 =	\$ 00.00
	1st Presentation of Multiple Dep. Claim		x 286 =	\$ 00.00
			TOTAL	\$ -00.00

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The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.

Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,



Amy J. Pattillo
Attorney for Applicants
Registration No. 46,983
(512) 402-9820

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AUG 19 2004

Amy J. Pattillo
Patent Attorney
P.O Box 161327
AUSTIN, TEXAS 78716-1327
FAX # 512-402-9820

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DATE: 8/19/2004

Number of Pages to Follow (including cover sheet): 27

SEND TO: United States Patent Office

Examiner: Quynh H Nguyen

Group Art Unit: 2642

Tel No: 703-305-5451

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FROM: Amy J. Pattillo

Tel No: 512-402-9820

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Docket No. AUS920010948US1 Serial No. 10/005,828 Atty: AJP

Applicant: BROWN ET AL

Amendment

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Transmittal Letter

Deposit Acct. No. 09-0447

Fees: Amendment X Notice of Appeal _____ Appeal Brief _____ Other _____